

Montefiore



*welcome*  
*Welcome to Montefiore  
Medical Center*

---

PATIENT GUIDE



Dear Patient,

**Welcome to Montefiore.**

For many people, a hospital stay is a new and different experience. This booklet has been prepared to answer many of the questions that you may have, to provide you with important information such as your rights, and to acquaint you with the many services available to you at Montefiore.

While you are with us, you can be assured that your healthcare team is committed to providing you with exceptional care and customer service that will help you to recover as quickly and comfortably as possible.

If you have any questions or concerns about your health or about your stay with us, please do not hesitate to speak to your nurse, physician or a customer services representative. We are here to help you.

It is our privilege to be your healthcare provider.

Sincerely,

Steven M. Safyer, MD  
President and CEO  
Montefiore Medicine

Susan Green-Lorenzen, RN  
System Senior Vice President, Operations  
Montefiore



## CONTENTS

<b>Welcome to Montefiore</b> .....	3	Food Services and Clinical Nutrition.....	24
<b>About Montefiore</b> .....	5	Mail, Flowers and Other Deliveries.....	24
<b>Service Standards</b> .....	6	Housekeeping.....	25
<b>Your Rights and Responsibilities as a Patient</b> .....	7	Room Equipment.....	25
Your Rights.....	7	<b>Pastoral/Spiritual Care</b> .....	25
Your Responsibilities.....	8	<b>Caregiver Support Centers</b> .....	26
Privacy/HIPAA.....	9	<b>Visitors</b> .....	26
Advance Directive.....	9	Guidelines.....	26
Bioethics Consultation Service.....	11	Hours.....	27
Customer Service.....	11	<b>Saying Thank You</b> .....	28
<b>Your Healthcare Team</b> .....	12	<b>Getting Ready to Go Home</b> .....	31
<b>Special Care Needs</b> .....	13	<b>Helping You Stay Healthy</b> .....	32
Maternity Care.....	13		
Pain Management.....	13		
Surgery.....	14		
<b>Rights and Responsibilities of a Patient in Pain</b> .....	15		
<b>Patient Care Safety</b> .....	16		
Be Active, Involved and Informed.....	16		
Speak Up for Safety's Sake.....	16		
Montefiore: Your Home for LGBTQ Care.....	17		
Nondiscrimination.....	17		
Interpretation Services Available.....	19		
Infection Control.....	20		
Central Lines.....	20		
Blood Thinners.....	21		
Fall Prevention.....	21		
<b>Getting Settled</b> .....	22		
Your Room, Belongings and Valuables.....	22		
Call Bell and Intercom System.....	22		
Bed Controls.....	22		
Television and Telephone Services.....	23		
Wi-Fi Service.....	24		

## ABOUT MONTEFIORE

### OUR HISTORY

From its founding in 1884 by Jewish philanthropists as a care facility for patients with chronic illnesses, to its status today as one of the largest and most esteemed healthcare systems in the nation, Montefiore has been at the forefront of the latest medical advances—translating scientific breakthroughs into treatments that save lives; educating the next generation of compassionate, patient-centered healthcare professionals; and combining our deep commitment to the community with internationally-renowned expertise.

### MONTEFIORE HEALTH SYSTEM

Montefiore Health System consists of a primary and specialty care network of more than 180 locations across Westchester County, the lower Hudson Valley and the Bronx; an extended care facility; the Montefiore School of Nursing; and Albert Einstein College of Medicine.

At the center of Montefiore's healthcare system are our 11 hospitals: Montefiore Hospital and the Children's Hospital at Montefiore (CHAM), located at the Moses Campus; Weiler Hospital, located at the Einstein Campus; Montefiore Hospital, located at the Wakefield Campus; Montefiore New Rochelle; and Montefiore Mount Vernon. The health system also includes Burke Rehabilitation Hospital, Nyack Hospital, St. Luke's Cornwall Hospital's two campuses and White Plains Hospital.

### AMBULATORY CARE

Montefiore Westchester Square provides a full-service Emergency Department and ambulatory surgery, as well as ambulatory mental health and substance abuse services.

The Montefiore Hutchinson Campus includes Montefiore's newest multidisciplinary outpatient diagnostic and treatment center in Tower Two at 1250 Waters Place in the Bronx. This facility houses state-of-the-art operating rooms, as well as many clinical services, on 11 floors. Montefiore's Center for Joint Surgery is located on the Hutchinson Campus in Tower One.





## PRIMARY CARE SERVICES

Montefiore Medical Group, a network of 24 physician offices and community health centers located throughout the Bronx and southern Westchester County, serves thousands of patients of all age groups. Healthcare services are also provided to traditionally-underserved children at 22 Montefiore School Health Program sites, in partnership with the New York City Department of Education, making it the nation's largest program of its kind. On its Bronx campuses, Montefiore offers primary and specialty care services at our beautiful Family Care Center and at two faculty practice centers: the Jerome L. and Dawn Greene Medical Arts Pavilion on the Moses Campus and Montefiore Medical Park on the Einstein Campus. Montefiore's Wakefield Campus offers a family health center and ambulatory mental health and substance abuse services, as well as multi-specialty private practices.

For a referral to a Primary Care Physician, call 1-800-636-6683.

## SPECIALTY CARE

Montefiore is home to more than 2,600 doctors and world-renowned specialists. The health system also includes Notable Centers of Excellence in heart and vascular care, cancer care, children's health and transplantation. Other specialty programs include: Montefiore Home Care, one of the nation's oldest and largest hospital-based home health agencies, and Montefiore's Palliative Care Service, which meets the special needs of patients with advanced and often incurable illnesses. For a referral to a specialist, call 1-800-636-6683.

## SERVICE STANDARDS

We aim to provide you with an exceptional patient experience that promotes health and healing, where:

- Quality clinical outcomes are achieved with a high level of responsiveness to the patient's concerns, pain and personal needs.
- The physical and emotional environments are welcoming and professional.
- Services throughout the continuum are superior, coordinated and patient-centered.
- Patients and families are:
  - Valued as partners in the care process.
  - Listened to and supported through the education process.
  - Served by associates who demonstrate the Montefiore Service Standards.

## MONTEFIORE SERVICE STANDARDS

- **Respect**
- **Exceeding Expectations**
- **Effective Communication**
- **Courtesy**
- **Sensitivity**
- **Teamwork**
- **Professionalism**

We constantly strive to improve our service, and we encourage you to tell us what we can do better. We intend to live up to our standards at all times, and we want you to expect the best from us. Please don't hesitate to speak to your nurse, physician or a customer service specialist about how we are doing.

## YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

### YOUR RIGHTS

Complete information can be found in the booklet "Your Rights as a Hospital Patient in New York State." If you did not receive this booklet, simply ask your nurse or call Customer Service at the Moses Campus, 718-920-4943; Einstein Campus, 718-904-2395; or Wakefield Campus, 718-920-9888.

### As a patient in a New York State hospital, you have the right, consistent with the law, to:

1. Understand and use these rights. If, for any reason, you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, source of payment or age.
3. Receive considerate and respectful care in a clean and safe environment, free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
7. A non-smoking room.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Do Not Resuscitate Orders—A Guide for Patients and Families."
11. Refuse treatment and be told what effect this may have on your health.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.



15. Review your medical record without charge. You may also obtain a copy of your medical record, for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.

16. Receive an itemized bill and explanation of all charges.

17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you, and if you request it, receive a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Department of Health. The hospital must provide you with the State Health Department telephone number.

18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your healthcare proxy or on a donor card, which is available from the hospital.

**To reach the Customer Service Department, please call:**

- **Moses Campus: 718-920-4943**
- **Weiler Campus: 718-904-2395**
- **Wakefield Campus: 718-920-9888**

For more information about your rights and responsibilities as a patient, you can also contact the New York State Department of Health at 1-800-804-5447.

New York State Department of Health  
Centralized Hospital Intake Program  
433 River Street, 6th Floor  
Troy, New York 12180

## YOUR RESPONSIBILITIES

**Montefiore needs your cooperation to ensure that efficient, safe and considerate care is available to all.**

1. Provide physicians and hospital personnel with accurate information related to your condition and care.
2. Follow your treatment plan. You are responsible for medical consequences that result from refusing treatment or not following instructions of physicians and hospital personnel.
3. Be considerate of the hospital staff, who are committed to upholding the Montefiore tradition of excellence in patient care.
4. Use hospital equipment and facilities carefully so that they remain in good condition for use by others.
5. Respect the desires of roommates and others for privacy and quiet times. Televisions, radios and telephones must be used with consideration.
6. Observe visiting hours and limit visitors to two at a time.
7. Per New York City law, Montefiore is a smoke-free environment. You and your visitors are expected to comply with this regulation.
8. Supply insurance information and pay bills promptly, so that Montefiore can continue to serve the community effectively.
9. If you wear dentures, eyeglasses or contact lenses, you are responsible for their safekeeping during your hospital stay. We urge you to keep them in protective containers when they are not in use. Items left on a meal tray, misplaced in your bedding, or placed under your pillow may be lost, and the hospital cannot assume responsibility to replace them.
10. Jewelry, cash and other valuables should be given to your relatives or friends to take home, or if

that is not possible, you should deposit such items in the hospital safe. You will be given a written receipt for all items, which must be presented when you withdraw them.



**Please note that Montefiore cannot assume responsibility for any personal property, cash or electronics that you inadvertently misplace during your hospital stay.**

## PRIVACY/HIPAA

### Safeguarding Your Information

Montefiore complies with the privacy and security requirements of the Health Insurance Portability and Accountability Act (HIPAA). We recognize our patients' rights and have established a confidentiality policy. Any information, whether contained in a written, printed or electronic record or conversation, will not be released or discussed without proper authorization.

The privacy notice you received when you were admitted explains your rights under HIPAA in greater detail. If you do not have a copy of the privacy notice, ask your nurse or call Customer Service:



- **Moses Campus: 718-920-4943**
- **Einstein Campus: 718-904-2395**
- **Wakefield Campus: 718-920-9888**

## ADVANCE DIRECTIVE

### Planning for the Future

An advance directive is a document that allows you to state your wishes for medical treatment by designating a person (proxy) who will make healthcare decisions for you if you are ever unable to communicate your wishes yourself. Your advance directive may be used to accept or refuse any procedure or treatment, including life-sustaining treatment. Appointing a healthcare proxy is an important part of planning for your future healthcare needs. Ideally, you should discuss your advance directive wishes and questions with your physician, family, clergy and the person you select to be your proxy before you fill out and sign the document.

If you are 18 years or older, you can complete your own advance directive. You do not need an attorney to fill it out. Advance directive forms and information are contained in the booklet "Your Rights as a Hospital Patient in New York State." If you do not have a copy, ask your nurse or call Customer Service:



- **Moses Campus: 718-920-4943**
- **Einstein Campus: 718-904-2395**
- **Wakefield Campus: 718-920-9888**









## BIOETHICS CONSULTATION SERVICE

### Help with Difficult Decisions

In times of illness, some healthcare decisions can be difficult. If you are a patient, your nurse and other clinical staff can help you understand your choices and complete an advance directive, a document that allows you to record what kind of treatments and care you would want if you become unable to tell us.

If your loved one is ill, you may have to make decisions for him or her regarding treatment, life and death. Sometimes medical conditions are complex, choices are confusing, and decisions are difficult. You may need help making appropriate decisions. The Bioethics Consultation Service meets with patients, caregivers, family members and healthcare proxy agents to help clarify issues and reach decisions. Consultations are free, and all discussions are confidential. The Consultation Service makes every effort to respond to consultation requests within 24 hours, and immediately in cases of emergency.

### You can reach Bioethics Consultation Services:

- 
 ■ **Moses and Einstein Campuses:**  
**718-920-4630**
- 
 ■ **Wakefield Campus: 718-920-9588**

## CUSTOMER SERVICE

### Important Numbers for Concerns, Complaints and Interpretation Services

Montefiore's Customer Service Department exists to serve patients, their families and their significant others. A Customer Service Specialist is available to respond to complaints, grievances, questions, problems, special requests or interpretive and communication needs.

Sign language interpreters, TTYs, amplified phones, closed captioning and other assistive and auxiliary devices are available free of charge for our deaf and/or hard-of-hearing patients, family members or companions. Foreign-language interpreters are also available free of charge for our non-English-speaking patients, family members or companions. Please ask your nurse for assistance or contact Customer Service directly.



- **Moses Campus: 718-920-4943**  
**Montefiore Hospital**  
**Red Zone, 1st Floor, Room 124**  
**TTY: 718-920-5027 or**  
**Video Phone: 866-213-6537**
- **Einstein Campus: 718-904-2395**  
**Weiler Hospital, Room 260 A**  
**TTY: 718-904-2513**
- **Wakefield Campus: 718-920-9888**  
**Montefiore Hospital, 1st Floor**  
**TTY: 718-920-6888**

No concern is too small. Just ask Customer Service about any questions or concerns you may have. If you feel your concerns regarding patient care or safety have not been adequately addressed, you may contact The Joint Commission's Office of Quality Monitoring to report any concerns or register complaints by calling 1-800-994-6610 or emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org).



## YOUR HEALTHCARE TEAM

### YOURSELF:

You are a very important member of your healthcare team, and the other members of your team expect and need you to be an active team member. (Please read the section “Help Yourself to Have a Comfortable, Safe and Secure Hospital Stay.”)

### PHYSICIANS:

Your own attending physician oversees the care you receive during your stay, and may call on other specialists to assist in your care. House officers (interns, residents and fellows) are medical doctors who are in postgraduate training in particular medical or surgical specialties. House officers work under the close guidance of your personal physician. Members of the house staff are on duty 24 hours a day, seven days a week.

### PHYSICIAN ASSISTANTS:

A physician assistant (PA) is a health professional registered by the state and is certified nationally. The primary function of the PA is to assist the physician. Duties delegated by the supervising physician may include, but are not limited to: obtaining histories and performing physicals, prescribing medication, formulating a diagnosis, and developing and implementing a treatment plan.

### NURSES:

A registered nurse (RN) is assigned to your care at all times during your stay. This professional is responsible for planning your care, educating you about your illness and treatment plan, and ensuring that you get the care your physicians have prescribed. Your nurse also collaborates with other healthcare team members to ensure that you receive any additional services you may need during your stay. Some nursing care may be provided by a nursing attendant or a licensed practical nurse (LPN) under the supervision of

the RN. Home Care Liaisons are also part of your nursing team. They are trained to provide the services you may require when you return home.

### NURSE PRACTITIONERS:

A nurse practitioner (NP) is a registered nurse with advanced academic and clinical experience. He or she offers specialized care in health maintenance, disease prevention, and counseling and patient education. NPs can prescribe medications, perform physical examinations, and diagnose and manage illness.

### SOCIAL WORKERS:

Should you have any non-medical needs or concerns about your illness, ask your physician or nurse to have a social worker visit you. Concerns about how you will manage when you leave the hospital or worries about finances and school or job obligations may cause stress that could aggravate your medical condition. Social workers are trained counselors who know how to help with everyday problems and find the best possible community resources for you.

### OTHER HEALTHCARE PROFESSIONALS:

According to your needs, you may meet with: dietitians, physical therapists, occupational therapists, speech therapists, phlebotomists, X-ray technologists and other specialists. Each individual will explain his or her role to you.

### PRIVATE DUTY NURSES:

If you would like to have a private duty nurse, you, a family member or a friend can make arrangements through our nursing office. Private duty nurses must conform to the credentialing standards of the hospital, but are not employed by the hospital. Payment for this service is made by the patient or representative of the patient’s family directly to the private duty nurse. Please ask the secretary or nurse on the unit for the telephone number.

### VOLUNTEERS:

Montefiore’s volunteers can provide many helpful services to you and your family. For example, they can bring reading materials, crossword puzzles, water or blankets upon request. Additionally, they serve as a liaison between you, your family and the staff.

#### For more information, call:



- Moses Campus: 718-920-4191
- Einstein Campus: 718-904-2934
- Wakefield Campus: 718-920-9620

## SPECIAL CARE NEEDS

### MATERNITY CARE

Montefiore’s Einstein and Wakefield Campuses take pride in their comprehensive services for expectant parents. The staff are dedicated to providing exceptional family-centered care, and together they work to make the childbearing experience satisfying and positive. Expert nurses assist mothers and babies during their hospital stay, and offer state-of-the-art care and amenities.

During labor and delivery, a significant other, labor coach or support person may be present. The newborn is placed with his or her mother following delivery to foster bonding before being transferred to the nursery for the baby’s admission procedure. The mother is then transferred to the postpartum unit, where there is visitation, education and preparation for discharge. Our maternity services are flexible, and can be tailored to the needs of the individual mother and family.

### PAIN MANAGEMENT

During the course of your stay at Montefiore, you may experience episodes of pain or discomfort. Treating pain is an important part of your care, and it is your right as a patient to receive information about pain and pain relief measures from staff and to be under the care of healthcare professionals who respond quickly to your reports of pain.



Pain relief can help you recover faster, and it is important to talk with your doctor or nurse as soon as pain begins. Tell them all the places it hurts, how strong the pain is, what makes the pain worse, and what eases the pain. Ask them what medicines they can give you to relieve your pain, and what, if any, side effects you can expect.

Sometimes a patient is concerned about becoming dependent on pain medications. Whether you take pain medications for a short or long period of time, you will be following your doctor's advice and getting the treatment you need. Patients rarely become addicted when they take medications as prescribed. Some patients may feel they are complaining and are reluctant to tell their doctor or nurse about their pain. Know that it is your right to receive pain relief, and it is easier to manage your pain in its early stages, before it might become severe.

We want to know how you feel. We want to provide you with pain relief. It is your right to have your complaints and concerns about pain taken seriously.

## **SURGERY**

### **Same-Day Admission for Surgery**

If you are scheduled for surgery on the day of admission, you will be admitted to the hospital through a special admission unit. From there, you will go directly to the operating room. Depending on your surgery and recovery needs, you may require an overnight stay or longer. After you are awake and alert following anesthesia, you will be brought to your hospital room.

### **Ambulatory Surgery**

Before your surgery, your surgeon or another member of the surgical staff will explain the procedure and its risks, benefits and alternatives. Be sure to ask any questions that you may have, and make sure you understand the answers. This is part of the informed consent process, and you need to feel confident that you understand what will be taking place.

When your surgery is scheduled, the operating room staff will note which procedure you are having, the exact part of your body that is being operated on, and what equipment your surgeon will need for your operation.

Before the start of your procedure, a pre-operative checklist will be used to ensure that all of the necessary forms, radiology films and reports have been studied and are available for your surgery.

To prevent infections at your surgical site, your surgical team will follow proper hand hygiene procedures, wear sterile gloves and masks, use sterilized surgical instruments and use proper surgical dress and drapes. They will apply sterile dressings and use antibiotics preventively and other techniques as needed.

Members of your operating room team will repeatedly verify what procedure you are having, and what part of your body will be operated on.

Prior to your surgery, a healthcare professional may mark the appropriate spot on your body to be operated on. Please observe that the person only marks the correct spot, as this helps to ensure precision. Marking usually happens when you are awake, and with your participation.

Just before the start of your procedure, your entire operating team will do a "Time Out," during which they will do one final check to verify the appropriate location of your procedure and the procedure itself.

Immediately after surgery, you will be taken from the operating room to the recovery room or post-anesthesia care unit (PACU). Here you will be monitored until you are stable enough to return to your room. In certain cases, your room will not be assigned until after your surgery.

Your stay in the PACU will depend upon the type of surgery. Visitors are not usually permitted in the PACU, but each hospital has a lounge area where your family can receive information. (Please try to limit the number of family members or friends waiting for you in order to accommodate other patients' families as well.)

Most patients do not require hospitalization following ambulatory surgery. The average length of stay from the time surgery begins until you are ready to leave the hospital is between two and six hours. Afterward you will need an adult to escort you home. A nurse will call you the next day to see how you are feeling and to answer any questions.

### **Blood Donations**

Montefiore maintains an active blood donor service. Appointments for donations are available upon request. If you, your family or friends are donating blood for your surgery, it must be donated at least five working days before the procedure in order for the blood to be processed for transfusion. Donated blood can be stored for no more than 35 days. Einstein and Wakefield patients can donate at the Moses Campus. Contact the Blood Donor Service, Monday through Friday, 8:30 am to 3:00 pm, at 718-920-4810.

## **RIGHTS AND RESPONSIBILITIES OF A PATIENT IN PAIN**

### **WHEN I AM EXPERIENCING PAIN, I HAVE THE RIGHT TO:**

- Be believed when I describe my pain
- Be treated by staff committed to managing my pain
- Have my pain assessed and reassessed regularly and responded to quickly
- Receive clear and prompt answers to my questions
- Have time to make decisions, including refusal of treatment
- Set goals with my caregivers for my pain relief
- Be referred to a pain specialist

### **WHEN I AM EXPERIENCING PAIN, I HAVE THE RESPONSIBILITY TO:**

- Share my history and experience with pain relief, with or without medication
- Report my pain and any related information clearly so I can take an active role in my care
- Participate in making decisions about managing my pain
- Work closely with my healthcare team to plan and set goals for relieving my pain
- Ask questions about the plan
- Ask questions about medication side effects, risk of addiction, and any other concerns that I may have



## HELP YOURSELF TO HAVE A COMFORTABLE, SAFE AND SECURE HOSPITAL STAY

### NO SMOKING

Montefiore has a Tobacco-Free Campus policy. Smoking and the use of tobacco products is prohibited in, on or around its hospital campuses, public areas of residences, clinics, buildings, offices, entrance ramps, loading docks, parking lots and garages, outdoor gardens, and courtyards.

Please ask your caregiver or contact the New York Smokers' Quitline (866-697-8487) if you are interested in quitting.

### GETTING OUT OF BED

Follow your caregivers' instructions about getting out of bed and moving around your room.

### CELLULAR PHONES

Cellular phones may interfere with vital medical equipment. For that reason, please check with your caregivers before using your cell phone. Use of cell phone camera features is strictly prohibited.

### FIRE SAFETY

In accordance with the rules of the City of New York Fire Department and the National Fire Protection Association (NFPA), 101 Life Safety Code fire drills are conducted quarterly, at least one per shift in hospitals, to ensure that the staff are aware of their responsibilities in the event of fire or smoke.

During fire drills, the fire alarm pull boxes are activated and will transmit a coded audible alarm signal throughout the facility. Your cooperation with the nursing staff during fire drills is greatly appreciated.

## PATIENT CARE SAFETY

### BE ACTIVE, INVOLVED AND INFORMED

1. Make sure you use the call bell if your condition changes and you need help.
2. Make sure your doctor knows about all medicines you are taking—prescriptions or over-the-counter.
3. Make sure your doctor knows about any allergies and adverse reactions you have had to medicines.
4. Make sure you share all your health information with your doctor.
5. If you must take a walk, please consult with your nurse beforehand. We encourage you to remain on your unit at all times. If your whereabouts are unknown, you may be discharged from the hospital.

### SPEAK UP FOR SAFETY'S SAKE

Ask questions, state your concerns and, if you don't understand, ask again. It's your body, and you have the right to know. Don't ever be afraid to **SPEAK UP**, whether you are concerned about getting the right medications, having the right test or having surgery on the correct place.

Pay attention to the care you are receiving. Make sure that you are getting the right treatments and medications from the right healthcare professionals. **SPEAK UP**. Tell your nurse or doctor if something doesn't seem right. Expect your caregivers to introduce themselves and always wear their identification badges. Make sure your caregivers check your identification band before they administer any test or medication. **SPEAK UP** if you haven't received a medicine you normally receive at a certain time. **SPEAK UP** to remind your caregivers to wash their hands.

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan. Ask your doctors about their specialized training that qualifies them to treat your illness. Gather

information about your condition from your doctors and nurses. Write down important information.

Read all forms carefully before you sign them, and **SPEAK UP** to make sure all your questions are answered. **SPEAK UP** if your first language isn't English and you want to read the forms in your primary language.

Ask a trusted family member or friend to be your advocate. A family or family member may include people who are not legally related to you. Members of the family may also include spouses, domestic partners (including same-sex domestic partners), children, siblings, parents and others. Your advocate can ask questions you may not think of, and can help you remember answers to questions. Ask this person to stay with you as much as possible, so he or she can **SPEAK UP** for you if you cannot. Make sure your advocate understands what is important to you.

Know what medications you take and why you take them. Also ask about their side effects. If you don't recognize a medication, make sure it is for you. Ask about medicines taken by mouth before you swallow, and read the bags of IV (intravenous) fluids, or ask your advocate to do this for you. Find out how long the IV fluid should drip, and **SPEAK UP** and tell your nurse if the drip seems too slow or fast. It's always a good idea to ask how well different medications work together.

Before you leave the hospital, ask about follow-up care, and make sure that you understand all of the instructions.

**SPEAK UP** if you have any concerns about your care after leaving the hospital.

Participate in all decisions about your treatment. You are the center of the healthcare team.

You and your doctor should agree on exactly what will be done during each step of your care. Ask what new medications or tests are likely to achieve. Keep copies of your medical records from other hospitalizations, and share them with your caregivers. Don't be afraid to ask for a second opinion. Your doctor will support your request. Doctors really do prefer patients who **SPEAK UP**.

### MONTEFIORE: YOUR HOME FOR LGBTQ CARE

- LGBTQ-centered primary care
- Comprehensive HIV care for youth and adults
- Trans care, including gender-affirming hormones and surgery
- PrEP, PEP and other HIV prevention services
- Individual and family support

Discover how Montefiore is leading in offering specialized LGBTQ care at [montefiore.org/LGBTQcare](http://montefiore.org/LGBTQcare).

### NONDISCRIMINATION

Montefiore Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, or age. Montefiore Medical Center does not exclude people or treat them differently because of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, or age.

Montefiore Medical Center provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Service at 718-920-4943.

If you believe that Montefiore Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, or age, you can file a grievance with:

**Maria Trotta-Williams, Assistant Director, Customer Service**

111 East 210th Street  
Bronx, New York 10467  
718-920-4943  
718-231-4262 (fax)  
civilrightscordinator@montefiore.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Maria Trotta-Williams, Assistant Director, Customer Service, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019 or 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



**INTERPRETATION SERVICES AVAILABLE**

**English Translation:**

ATTENTION: If you speak [language], language assistance and services are available to you free of charge.

**Spanish:**

Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición.

**Chinese [Simplified]:**

注意：如果您说中文的话，免费的语言协助服务可供您使用。

**Russian:**

ВНИМАНИЕ: Если вы говорите по-русски, то можете воспользоваться бесплатными услугами переводчика.

**French Creole:**

ATANSYON: Si nou palé Kreyòl Fransè, asistans sèvis nan lang nou disponib pou gratis.

**Korean:**

알림: 한국어를사용하셔서 언어 도움이 필요하신 분들께서는 무료로 서비스를 이용하실 수 있습니다.

**Italian:**

ATTENZIONE: Se parla italiano, servizi di assistenza linguistica gratuiti sono alla vostra disposizione.

**Yiddish:**

אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט

**Bengali:**

সতর্ক: যদি আপনি বাংলায় কথা বলেন, তাহলে বিনা পয়সায় দোভাষী দিয়ে আপনাকে সহায়তা করা হবে।

**Polish:**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.

**Arabic:**

لك مجاناً ، خدّمت المُساعدة اللُّغوية مُتوفّرة إنتباه: إذا أنت تتكلم اللُّغة العربيّة

**French:**

ATTENTION: Si vous parlez le Français, l'assistance des services linguistiques vous sont disponibles, gratuitement.

**Urdu:**

کی خدمات مفت دستیاب ہیں بولتے ہیں۔ تو آپ کو زبان میں مدد توجہ فرمائییں: اگر آپ اردو زبان

**Tagalog:**

ATENSYON: Kung ikaw ay nagsasalita ng Tagalog, serbisyong tulong sa wika ay libre, walang bayad at pwedeng magamit para sa iyo.

**Greek:**

ΠΡΟΣΟΧΗ! Αν μιλάτε ελληνικά, υπάρχουν για σας δωρεάν υπηρεσίες διερμηνείας και μετάφρασης.

**Albanian:**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.



## INFECTION CONTROL

Certain germs have become resistant to the antibiotics commonly used to treat them. Germs that resist treatment with more than one antibiotic are called multidrug-resistant organisms (MDROs for short). MDROs are found mainly in hospitals and long-term care facilities. They often affect people who are older or very ill, and can cause severe and even fatal infections.

MDRO infections are hard to treat because they don't respond to many common antibiotics, even the most powerful ones. But certain antibiotics can still help control MDROs in most people. The doctor will try to find the type of MDRO causing the illness and determine the best treatment.

Montefiore is committed to preventing infections. Infection control for each patient is determined by the patient's condition, and may include the following:

- **Hand washing:**  
This is the single most important way to prevent the spread of germs. Healthcare workers wash their hands with soap and water or use an alcohol-based hand cleaner before and after treating each patient. **SPEAK UP** to remind your team and protect yourself.
- **Protective clothing:**  
Healthcare workers and visitors wear gloves, a gown and sometimes a mask when entering the room of a patient with an MDRO infection. The protective clothing is removed before leaving the room.
- **Private rooms:**  
Patients with an MDRO infection are placed in a private room or share a room with others who have the same infection.

- **Daily cleaning:**  
All patient care items, equipment and room surfaces are properly cleaned and disinfected every day.
- **Respiratory hygiene:**  
All coughing or sneezing persons should take the following steps to prevent the spread of infection:
  - Cover your mouth and nose with a tissue and dispose of used tissue in waste containers
  - Use a mask if coughing (when a mask can be tolerated)
  - Stand or sit at least three feet from other persons, if possible

Montefiore monitors the spread of MDRO and infections, and educates caregivers on the best ways to prevent them.

## CENTRAL LINES

Central lines are often used when patients need medications or nutrition over a period of weeks or months, or when it is difficult to put an IV catheter in the arm. Central lines can cause certain problems, including infections.

### Montefiore's medical staff use many precautions to minimize the risk of infection, including:

- Hand washing: Staff members wash their hands before and after touching your line.
- They use soap and water or an alcohol-based hand cleaner. Patients and family members should do the same.
- Sterile clothing and drapes: The healthcare worker who places your line wears sterile clothing. This includes a long-sleeved gown, mask, gloves and hair covering. You are covered with a sterile drape (a large, sterile sheet), except for the spot where the line is to be inserted.

- Sterile skin: Before the line is placed, your skin is cleaned with an antiseptic solution.
- Vein choice: Whenever possible, the line is placed in a vein that has a lower risk of infection.

### Call your doctor right away if you have a central line and develop any of the following:

- Redness, swelling, warmth or pain at the tubing site
- Drainage, pus or bleeding from the tubing site
- Swelling under the skin at the tubing site

## BLOOD THINNERS

### Patients Taking the Blood Thinner Coumadin®/Warfarin

Patients who are on Coumadin®/Warfarin must be watched closely. You will need to have a blood test called an INR, which is repeated as required. Be sure to take extra precautions to avoid hurting yourself and causing bleeding. You will need to watch closely for any signs of bleeding, including dark urine, black stool and heavy menstrual periods. If you see any signs of bleeding, call your nurse or doctor immediately. It is very important to know that you can be bleeding and not see any blood. For example, you could fall and hit your head, and bleeding could occur under your skull. If you fall and hurt your arm and notice a large purple bruise, this could indicate bleeding under the skin. Call your nurse or doctor immediately if you have taken a bad fall, even if you are not bleeding.

When Coumadin®/Warfarin is taken with other medicines, it can change the interaction of all medications. It is very important to talk with your doctor about all of the other medicines that you are taking, including pain relievers, stomach remedies and some herbal products and vitamins.

The foods you eat can also affect how well Coumadin®/Warfarin works.

High amounts of vitamin K reduce the effectiveness of Coumadin®/Warfarin. Foods that contain vitamin K include certain fruits and vegetables, such as kiwi, broccoli, spinach, lettuce and other green leafy vegetables; meats such as beef and pork liver; and other foods such as cashews and soybeans. Talk to your doctor about the foods and amount of vitamin K that are right for you.

Ask for a handout about Coumadin®/Warfarin that you can take home with you to better familiarize yourself with the medication.

## FALL PREVENTION

Montefiore's program on preventing falls includes maintaining a safe, clutter-free environment, educating patients on fall prevention, and rounding hourly for patients at risk for falling.

### Steps you can take to prevent falls include:

- Keep personal items you use often within easy reach, such as tissues, water and your glasses.
- In the nurse's presence, practice using the call button before you really need it. Keep it within reach, and don't be afraid to use it when you need to.
- Know how to turn the light on and off from your bed.
- Know how to use the bed control.
- Don't get up on your own, even to use the bathroom. Call someone to help.
- Sit up slowly and with help.

- Don't try to move IV poles or other equipment on your own.
- Use your walking aid as instructed by the staff.
- Be sure to use handrails in bathrooms or in hallways.
- If you wish to visit a chapel, ask your nurse for assistance.

## GETTING SETTLED

### YOUR ROOM, BELONGINGS AND VALUABLES

Patient units are organized according to medical specialties, such as surgery, medicine, obstetrics, oncology, gynecology, intensive care, cardiology and rehabilitation. All hospital rooms are equipped for your medical care, comfort and safety. There are two types of rooms available to patients: semi-private and private. If you would like a private room (which has a separate charge, not covered by insurance), discuss this preference with the Admitting Office. Private rooms are also designated isolation rooms. On rare occasions, we will need to move you if the room is needed for isolation.

You will have an identification bracelet placed on your wrist, and it is important that you keep this bracelet on at all times because it is an important part of our procedures to protect your safety.

We suggest that you don't keep your street clothes or valuables with you in the hospital. Ask a friend or family member to take them home. The hospital has a safe for your valuables, and if you have not sent them home, we urge you to let us put them in our safe. Just ask your nurse for assistance.

Electrical appliances (razors, televisions, radios, etc.) are not permitted in the hospital because their use may interfere with the medical equipment. Battery-powered items are permitted.

Montefiore cannot be held responsible for your personal items. To prevent possible loss, please be sure to put your eyeglasses, dentures or hearing aids in a container clearly marked with your name and room number when you are not using them. DO NOT wrap them in tissues or leave them on your meal tray, as they may be inadvertently discarded. Also, make sure your eyeglasses, dentures, hearing aids, electronic devices and assistive devices, such as canes or walkers, are included in the inventory your nurse/nurse aide will fill out when you are admitted.

If you should misplace something during your stay, please let a staff member know so he or she can initiate a search. Remember to take care of your belongings.

### CALL BELL AND INTERCOM SYSTEM

Your call bell is located at your bedside. By pressing the button, a buzzer will sound at the patient unit work station, and your call will be answered immediately in person. Make sure you use the call bell if your condition changes and you need help.

### BED CONTROLS

Your bed is operated electrically and can be adjusted to several positions. Ask for assistance if you need help adjusting your bed.

## TELEVISION AND TELEPHONE SERVICES

Montefiore, in association with TeleHealth Services, offers an instant and easy method for the rental of your bedside television and telephone services.

### Rental Information:

- Television rental.....\$8/day
- Telephone rental.....Free

The television rental includes an expanded variety of DIRECTV channels and local channels. There is unlimited local usage of your telephone.

For your convenience, charges for these services may be billed to your credit card or be paid in cash. To activate your television service, dial the number listed below and follow the voice prompts. If a credit card payment is selected, enter your credit card number and expiration date. (Please note: a \$50 initial charge will be placed on your credit card. TeleHealth Services will credit any unused portion within two weeks of your discharge.) If a cash payment is selected, services will be turned on, and a representative will visit your room to collect the cash payment that day.

Please allow a few minutes for the services to begin. Once you have activated the television service, turn the TV to any local channel to begin enjoying your service.

### For activation and cancellation:

- **Moses Campus: 718-920-3020**
- **Einstein Campus: 718-904-8200**
- **Wakefield Campus: 718-920-9851**

TeleHealth representatives are in the hospital seven days a week to assist you with your TV and telephone needs.

## To speak to a TeleHealth representative or for TV and telephone repair:



- **Moses Campus: 718-920-8400**
- **Einstein Campus: 718-904-2017**
- **Wakefield Campus: 718-920-9851**

## In Touch™ Network on your TV

Turn to Channel 75 for hour-long readings from national newspapers and magazines and to keep current with world events. This free radio broadcast has been developed for blind, visually impaired and physically disabled listeners. However, anyone can enjoy the readings.

## The Care Network™

Tune to Channel 70 at Moses, 67 at Einstein, or 53-56 at Wakefield for relaxing, comforting music and images.

## The Newborn Channel

On maternity units, you can view educational selections about caring for yourself and your baby. Ask a nursing associate for a program guide.





### WI-FI SERVICE

Montefiore is pleased to provide free Wi-Fi internet access to our patients, their visitors and families.

**Montefiore Wi-Fi** is available for laptop computers and other personal Wi-Fi-capable devices. This service is available in the inpatient areas and lounges at the Moses Campus, including the Children's Hospital at Montefiore, and Wakefield and Einstein Campuses.

**This service is provided by Inspire, an outside vendor.**

If you have a question about the service or cannot gain access, please call the vendor directly at 1-877-APT-WIFI (278-9434), select Option 2 at any time or email [support@inspirewifi.com](mailto:support@inspirewifi.com).

### FOOD SERVICES AND CLINICAL NUTRITION

Your physician will prescribe a "regular" or "special" therapeutic diet for you. A registered dietitian is available to meet with you and discuss your diet. Call the Clinical Nutrition Department at:

- **Moses Campus: 718-920-4253**
- **Einstein Campus: 718-904-2115**
- **Wakefield Campus: 718-920-9816**

Meals served at Montefiore's Einstein Campus are prepared in accordance with Jewish dietary laws (kosher), and under the supervision of the Orthodox Union. For this reason, we ask that you and your visitors do not bring food, other than fresh fruit, into the hospital.

We understand how important nutrition is, and we serve healthy, quality meals. Please feel free to contact the Food Service Department with your concerns or special needs at:

- **Moses Campus: 718-920-2772**
- **Einstein Campus: 718-904-2364**
- **Wakefield Campus: 718-920-8668**

Your guests are welcome to dine in the hospital cafeterias and/or the coffee kiosk. Our cafeterias and vending machines meet the highest standards of the NYC Healthy Hospital Food Initiative in order to provide you with healthier dining options.

**Moses Campus:** The Food Pavilion is located on the second floor of Montefiore Hospital.

Additionally, there is a grab-and-go café just inside the East 210th Street entrance (open daily until 11:00 pm) and a grab-and-go café in the lower level of the Children's Hospital at Montefiore. We also offer a seasonal garden café, located off the northwest lobby.

**Einstein Campus:** The kosher cafeteria is located on the fourth floor of Weiler Hospital.

**Wakefield Campus:** The cafeteria is located on the first floor, and a coffee kiosk is located in the lobby.

All of our hospitals have 24-hour vending machines located throughout the buildings.

### MAIL, FLOWERS AND OTHER DELIVERIES

Mail is delivered to patients daily except Saturday, Sunday and holidays. Special-delivery items will be delivered promptly.

Messages and flowers should be labeled with your name and room number. (Flowers are not permitted on oncology or Intensive Care Units.)

**Moses Campus:**  
PATIENT'S NAME  
Montefiore Hospital  
111 East 210th Street  
Bronx, New York 10467  
Patient's Room Number

**Einstein Campus:**  
PATIENT'S NAME  
Weiler Hospital  
1825 Eastchester Road  
Bronx, New York 10461  
Patient's Room Number

**Wakefield Campus:**  
PATIENT'S NAME  
Montefiore Hospital  
600 East 233rd Street  
Bronx, New York 10466  
Patient's Room Number

### HOUSEKEEPING

For your comfort, your room is cleaned daily by staff on your unit. Contact your environmental services team or speak with your nurse should you require any additional housekeeping service.

- **Moses Campus: 718-920-7901**
- **Einstein Campus: 718-904-4000**
- **Wakefield Campus: 718-920-9679**

### ROOM EQUIPMENT

#### Temperature, Lights, Plumbing and Equipment

We know that each patient has his or her own comfortable temperature range, and equipment sometimes needs to be repaired or adjusted. Contact our facilities team or speak with your nurse:

- **Moses Campus: 718-920-4433**
- **Einstein Campus: 718-904-2711**
- **Wakefield Campus: 718-920-9000**

### PASTORAL/SPIRITUAL CARE

The Office of Religious Affairs at Montefiore recognizes each patient as an individual with personal values and belief systems. Therefore, we support the rights of patients to express their values and beliefs by providing chaplaincy services through which the spiritual needs of patients, caregivers and family members can be met.

The chapels and synagogue at Montefiore are available for prayer, meditation and serenity seven days a week. A Jewish Hospitality Room is available at the Moses and Einstein Campuses.

**Spiritual support is available upon request. Please call:**

- **Moses Campus: 718-920-4242**
- **Einstein Campus: 0 (Operator)**
- **Wakefield Campus: 718-920-9086**

If no one is available, please call the operator for the chaplain on duty or ask your nurse for assistance.



## CAREGIVER SUPPORT CENTERS

As New York City's first medical center to offer families a Caregiver Support Center, Montefiore knows that this role can take both an emotional and physical toll.

Through its experienced staff and resources, the Caregiver Support Centers, located at our Moses and Einstein campuses, provide caregivers with emotional support and practical assistance or just a quiet, private place to relax while their loved one is in the hospital.

In both locations, a team of exceptional staff is trained to support caregivers' needs, from listening to their concerns to offering assistance in navigating online resources, as well as connecting the caregiver to wider resources within both the hospital as well as the community. Our multidisciplinary team includes: the director of volunteer and student services, the director of information and referral, nurse managers, social workers, volunteers and staff members throughout the medical center.

Volunteers are available to help caregivers handle the stress, anxieties and challenges of managing a loved one's healthcare. Although volunteers cannot provide medical advice, our staff are trained to provide individualized support, under the supervision of a social worker.

### Locations:

- **The Arthur D. Emil Caregiver Support Center**  
Montefiore Medical Center  
Moses Campus  
111 East 210th Street (Gun Hill Road entrance across from the Food Pavilion)  
718-920-8080
- **Weiler Caregiver Support Center**  
Montefiore Medical Center  
Einstein Campus  
1825 Eastchester Road  
Bronx, New York 10461

(The Center is located on the 4th floor of Weiler Hospital, adjacent to the CICU waiting room.)  
718-904-3599

## FOR YOUR VISITORS

Montefiore encourages and promotes patients' families and/or significant others' participation in patient care, and respects patients' rights to receive visitors and decide who may or may not visit.

As an inpatient, you may have a family member, friend or individual of your choosing present for emotional support during your stay, unless the individual's presence interferes with other patients' rights and safety, or is medically or therapeutically inadvisable. This individual may or may not be your surrogate decision maker or legally authorized representative.

There may be times when special circumstances necessitate the restriction or curtailment of visiting. However, visitation will never be denied based on race, color, national origin, religion, sex, sexual orientation, gender identity or expression, physical appearance, or disability.

If you have any questions or concerns about your visitors, please speak to your nurse.

### VISITOR GUIDELINES

1. Plan to visit during regular visiting hours.
2. No more than two visitors are allowed at each bedside.
3. Smoking is prohibited.
4. Children under 10 years of age must be given special permission by the nurse in charge to visit the particular unit.

5. Children, for their safety, need to:

- Be always under adult supervision and exhibit quiet, calm behavior.
- Be well and healthy.
- Limit their visiting time.
- Visit in a designated area, if asked.

6. Protect and respect the privacy of all patients.

7. Safeguard your valuables.

8. Be sensitive to the patient's condition (and his or her roommate's) and limit your visit accordingly.

9. Speak quietly and help limit noise.

10. Do not bring any electrical appliances into the hospital.

11. Check whether cell phone use is permitted in your area. Use of cell phone cameras is strictly prohibited in the hospital.

12. Follow staff instructions in times of emergency or special alert.

13. Be aware that Montefiore reserves the right to inspect bags and packages being brought in or removed from the hospital.

### VISITING HOURS: MOSES CAMPUS, EINSTEIN CAMPUS AND WAKEFIELD CAMPUS

No more than two visitors are allowed at each bedside. (We understand there may be unusual circumstances for you or your loved ones. Feel free to ask your nurses for special visiting consideration.)

**General visiting hours at all three campuses:** Noon–8:30 pm

### MOSES CAMPUS

#### Intensive Care Units

Only immediate family members or other persons with a close relationship with the patient may visit in

intensive care units. Visitors may be asked to leave by the nursing staff in certain patient care situations. Thank you for your cooperation.

Intensive Care Daily Visiting Hours:

9:00–10:00 am (5 minutes only)

1:00–4:00 pm

6:00–7:00 pm

8:30–9:30 pm (5 minutes only)

Please use special phones outside each unit to call for clearance to enter.

- Coronary Care Unit (CCU): Foreman 2
- Medical Intensive Care Unit (MICU): Foreman 2
- Cardiac Surgical Intensive Care Unit (CSICU): Foreman 3
- Neurosurgical/Surgical Intensive Care Unit (NS/SICU): Foreman 3
- Post-Anesthesia Care Unit (PACU/Surgery Center): Foreman 3 (with approval of charge nurse)

### Klau 2:

Klau 2 Daily Visiting Hours:

Monday: 10:00–11:00 am

Tuesday: 9:15–10:15 am

Wednesday: 2:45–3:45 pm

Thursday: 9:15–10:15 am

Friday: 2:45–3:45 pm

Weekends/Holidays:

1:00–2:00 pm and 6:00–7:00 pm

### EINSTEIN CAMPUS

#### Intensive/Special Care Units

Only immediate family members or other persons with a close relationship with the patient may visit in intensive care units. Visitors may be asked to leave by the nursing staff in certain patient care situations. Thank you for your cooperation.

Intensive/Special Care Units Daily Hours:

9:00–10:00 am (5 minutes only)

1:00–4:00 pm

6:00–7:00 pm

8:30–9:30 pm (5 minutes only)



Please use special phones outside each unit to call for clearance to enter.

- Medical Surgical Intensive Care Unit (MSICU): 4 West
- Coronary Intensive Care Unit (CICU): 4 East
- Post-Anesthesia Care Unit (PACU): 3rd floor (with approval of charge nurse)

#### WAKEFIELD CAMPUS

- ICU: Noon–11:00 pm
- Psychiatry: 1:00–2:00 pm, 6:00–7:00 pm
  - Maternity: Einstein Campus and Wakefield Campus
  - Labor and Delivery Open Hours (two visitors at a time)
  - Mother’s partner/significant other: 10:00 am–10:00 pm
  - Other visitors: Noon–8:30 pm
- NICU Open Parenting Hours (two visitors at a time)

#### EMERGENCY DEPARTMENTS

**Moses:** All Hours

**Einstein:** All Hours

**Wakefield:** All Hours

#### CHILDREN’S HOSPITAL AT MONTEFIORE

Noon–8:30 pm

#### YEHUDA MEMORIAL CENTER

The Yehuda Memorial Center, a hospitality room for Jewish visitors and families, is located at the Moses Campus. This special room provides a place for quiet contemplation, prayer and rest.

#### PARKING FOR ALL CAMPUSES

For a fee, there are self-parking facilities at all campuses. At the Moses Campus, we offer valet parking, in addition to two self-parking facilities. Valet parking is located at the East 210th Street

entrance, and is available Monday through Friday from 9:00 am to 5:00 pm. There is a nominal fee to use the valet service in addition to the parking fee. Valet parking is available at the Wakefield Campus in front of the main entrance from 6:00 am to 6:00 pm.

### SAY THANK YOU. HONOR A LOVED ONE. GIVE HOPE.

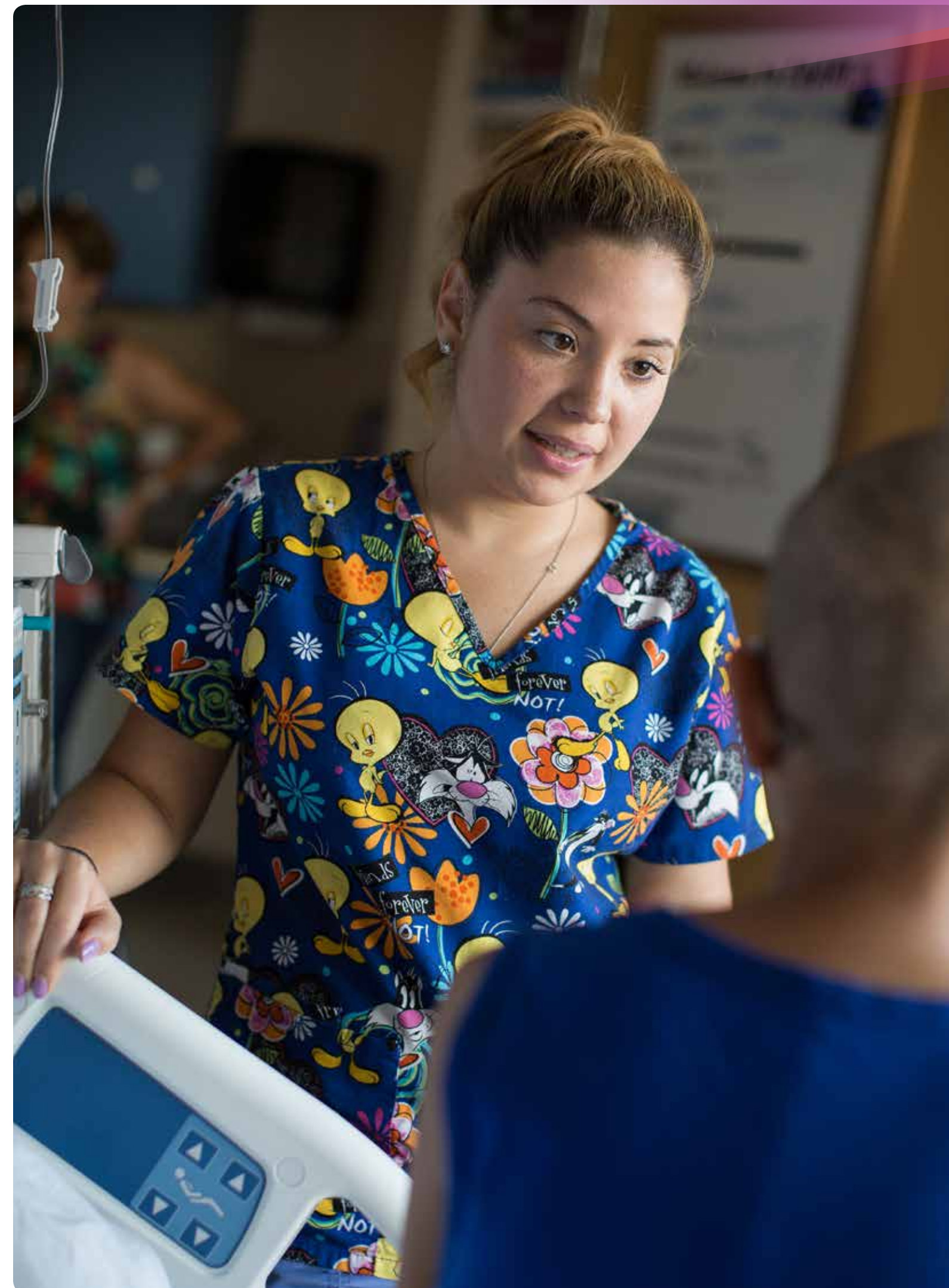
Often patients or families wish to make a gift to express gratitude for the fantastic care they or their loved ones received at Montefiore. Making a gift to Montefiore is an exceptional way to help others receive our excellent care and benefits. Montefiore’s work—including scientific research, medical education and community outreach—costs much more than the revenue generated by patient visits. Individual gifts—of any size—are a vital means of support to Montefiore. Your charitable contribution will benefit the patient care, research, outreach or medical program of your choice, such as:

- Montefiore Einstein Center for Cancer Care
- Children’s Hospital at Montefiore
- Montefiore Einstein Center for Heart and Vascular Care
- Montefiore Einstein Center for Transplantation

**To make a gift to Montefiore, please call the Office of Development at 718-920-6656, visit [www.givetomontefiore.org](http://www.givetomontefiore.org) or mail your gift to:**

Montefiore  
Office of Development  
111 East 210th Street  
Bronx, New York 10467  
Phone: 718-920-6656  
Fax: 718-547-9274  
[www.givetomontefiore.org](http://www.givetomontefiore.org)

**Thank you for your support.**



## IMPORTANT PHONE NUMBERS

MOSES CAMPUS	
Admitting (Patient Logistics)	5001
Administration Offices	4729
Bioethics Consultation	4630
Chaplain	4997
Customer Services Department	4943
Dietitian/Clinical Nutrition	4253
Environmental Services	7901
Food Services	2772
Gift Shop (at CHAM)	718-741-2294
Home Health Agency	718-405-4400
Operator	0
Patient Information	4141
Patient Accounts	718-405-4000
Security	5668
Social Services	4545
TV/Telephone	8400
Volunteer Services	4191

EINSTEIN CAMPUS	
Admitting (Patient Logistics)	2928
Administration Offices	2951
Bioethics Consultation	920-4630
Caregiver Support Center	718-904-3599
Chaplain	0
Customer Services Department	2395
Dietitian/Clinical Nutrition	3219
Environmental Services	4000
Food Service	2364
Gift Shop	2742
Home Health Agency	718-405-4400
Operator	0
Patient Information	4151
Patient Accounts	718-405-4000
Security	2800
Social Services	2707
TV/Telephone	2017
Volunteer Services	4191

WAKEFIELD CAMPUS	
Admitting (Patient Logistics)	19662
Administration Offices	19501
Bioethics Consultation	718-920-4630
Central Scheduling & Registration	19664
Chaplain	19086
Customer Services Department	19888
Dietitian/Clinical Nutrition	19670
Environmental Services	19679
Food Service	19668
Gift Shop	19659
Home Health Agency	718-405-4400
Operator	0
Patient Information	19651
Patient Accounts	718-405-4000
Security	19500
Social Services	19950
TV/Telephone	19851
Volunteer Services	19620

## GETTING READY TO GO HOME

### DISCHARGE PLANNING

It's a good idea to start thinking about your discharge on the first day of your stay. Your doctor may have given you an idea of how long you may be in the hospital, but even if it is unclear, you'll want to be planning for a safe, comfortable departure, with all arrangements made for whatever you may need.

Discharge from the hospital may not mean you are fully recovered, but you no longer need a hospital's acute care services. You may need assistance at home or a short stay at a rehabilitation or skilled nursing facility. Your social worker, along with your nurses, doctors and other caregivers, will help make your Discharge Plan.

Your social worker will also be able to answer questions about what your health insurance will cover. Montefiore is proud to have the nation's first Home Health Agency. You can call Montefiore's Home Health Agency directly at 718-405-4400. Montefiore's Home Health Agency provides expertise in all aspects of home care, for patients at all stages of life. You can also speak to a home health liaison while you are in the hospital. Tell your nurse if you would like to speak to a liaison.

On the day you are going home, please arrange to leave before 11:00 am. It is very likely there is another patient waiting for your bed. If you foresee any difficulties, your social worker can help arrange transportation or resolve any other problems that concern you. It is important that you feel confident about what to expect when you get home, and your caregivers want and expect you to ask questions. They want you to understand your medications and any follow-up appointments you need. Make sure



you take all your belongings with you, along with any valuables you left in our safe or the safe in your room.

### YOUR OPINION COUNTS

You may receive a patient opinion survey in the mail shortly after you have returned home. It is very important for you to share your feelings with us about your experience at Montefiore. We want to know what we do well and where we need to improve. Your honest feedback will help us be our best!

**If you have any questions about the survey, call Customer Service at 718-920-4943.**

### YOUR HOSPITAL BILL

Your hospital bill consists of all charges related to your care and treatment for any outpatient facility services or inpatient admissions. Primary care physicians or specialists who have cared for you, interpreted test results, read X-rays or administered anesthesia in the above settings may bill you separately. It is very important we have your correct insurance information, as the bills are first sent to your insurance company for consideration of payment. You will receive an Explanation of Benefits (EOB) from your insurance company outlining any balances you may be responsible for. Please call the telephone number listed on your statement for any billing-related questions or feel free to call:

- **For Medical Group Billing (Primary Care Physician): 718-320-8691.**
- **For Hospital or Outpatient Facility Billing: 718-405-4000.**
- **For Professional Services Billing (Specialty Physician): 718-405-4151.**

You may also speak to someone in person at the Moses Campus at 111 East 210th Street (1st floor cashier's office), or email [billingsolutions@montefiore.org](mailto:billingsolutions@montefiore.org).

## HELPING YOU STAY HEALTHY

1. Avoid smoking. Quitting smoking is one of the most important things you can do to protect your health. Using tobacco products causes harm to nearly every organ in your body, and secondhand smoke is harmful to the people you love. Your caregivers can provide you with nicotine patches, medications and information on programs to help you quit. Once you leave the hospital, you can get free help and support by calling:

The New York State Smokers' Quitline:  
1-866-NY-QUITS (697-8487)

**"It's never too late to quit. Quit for yourself and for your loved ones!"**

2. Control your weight. Keeping your weight in control will help prevent many health problems. If you are gaining or losing weight without trying to, you should let your doctor know. Your weight will be checked when you first arrive and again during your stay, depending upon your medical condition. Your caregivers can help by giving you information on how to control your weight and answer your questions. Just ask.

**"You will notice the difference when you control your weight!"**

3. Get routine vaccinations. Just like children, adults need vaccinations too. For those who get sick easily, especially seniors, getting influenza and pneumococcal vaccines regularly will help protect them from certain types of flu and pneumonia. Just ask your healthcare provider whether a vaccination is right for you.

**"One dose of vaccine today may keep flu and pneumonia away!"**

4. Keep your medical appointments. Your healthcare providers can't help you if they don't hear from you or if they don't see you. Stay in touch by keeping your appointments, or rescheduling if you miss them. Your Montefiore caregivers are happy to care for you while you are in the hospital, but would rather help you to remain at home.

**"Montefiore is about not just illness, but wellness too!"**

### EDUCATIONAL MATERIALS

More than 1,000 pamphlets are available, free of charge, on a wide variety of subjects ranging from arthritis, heart disease, diabetes and high blood pressure to explanations of X-ray and nuclear medicine tests, nutrition and how to take your medications.

For further information about educational materials, ask your nurse or doctor.

### MORE ABOUT YOUR SAFETY

Watch a special TV channel with a video made just for Montefiore patients that provides important information about your role in your own medical safety. All patients should know how to keep themselves safe, and your caregivers want you to always put your own safety first.

### Moses Campus:

Channel 58 (59 Spanish)

### Einstein Campus:

Third complimentary channel

### Wakefield Campus:

Check with your nurse or TeleHealth representative for channel guide information

### A DIFFICULT TOPIC

Did you know that more people die of suicide than homicide, and for young people 15–24 years old, suicide is the third leading cause of death?

Suicide can be prevented, and your caregivers understand that you (or someone you care about) may want to talk to a trained counselor about your feelings and concerns. Call 1-800-273-TALK. All calls are confidential.







# Montefiore

